



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SHERIFF'S RADIO TRAINEE

Class No. 002820

■ CLASSIFICATION PURPOSE

To receive training in evaluating and how to act upon telephone and radio communications in the areas of law enforcement, fire, medical, and/or local government operations; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

This is the trainee-level class in the Sheriff's Dispatcher series, which is allocated only to the Sheriff's Communications Center. Incumbents report to an assigned Supervising Sheriff's Emergency Services Dispatcher and receive continual training in handling radio and telephone emergency and non-emergency communications involving a variety of local governmental operations (law enforcement, fire, medical, etc.).

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Incumbents receive training in performing the following duties:

Radio:

Essential Functions:

1. Operates Computer Aided Dispatch (CAD) equipment.
2. Transmits and receives routine and emergency voice calls.
3. Determines dispatch priorities.
4. Determines location of and tracks progress of an incident, dispatches patrol unit(s), assigns backup as necessary, and elicits and provides information relevant to field patrol decision making.
5. Takes appropriate measures to ensure safety of patrol officers.
6. Coordinates fire prevention and ambulance services and provides disaster communications coordination and communications services for local government agencies.
7. Performs data base inquiries and provides information to law enforcement representatives.
8. Determines appropriate jurisdiction of incident and decides upon/takes proper action to resolve complaints.
9. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Telephone/Other Support Functions:

Essential Functions:

1. Operates Computer Aided Dispatch (CAD) equipment.
2. Answers telephone to receive reports of emergency and non-emergency medical, fire, crime, and traffic complaints involving public peace and safety.
3. Elicits information from callers, and documents/evaluates complaints.
4. Receives and responds to complaints.

5. Performs data base inquiries and provides information to law enforcement representatives.
6. Operates telephone (TTD) equipment for hearing impaired.
7. Formats rough draft messages.
8. Assigns identification codes/numbers to incoming/outgoing messages.
9. Searches resource information for wants/warrants on persons, vehicles, and property.
10. Enters, retrieves, updates, and deletes information stored via computer.
11. Maintains radio logs, rosters, and records for statistical reports.
12. Performs other support duties for the Communications Center as assigned.
13. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Familiarity with computers.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Learn to effectively operate computer terminal, two-way voice radio console, emergency and non-emergency telephone operations, and intercommunication and transfer systems in any section of the Communications Center.
- Understand, interpret, and monitor high-volume radio traffic despite considerable background noise, static, and interference.
- Communicate orally in a clear and intelligible voice.
- Elicit and explain information effectively and accurately to a wide variety of callers consisting of law enforcement, medical, fire, local government officials, and the public.
- Reason clearly, analyze situations accurately, adopt and develop effective courses of action under both emergency and non-emergency circumstances.
- Elicit and provide information relevant to maintaining the safety of field personnel.
- Maintain professional demeanor and response in handling sensitive, provocative, and/or emergency calls/callers.
- Document facts accurately, legibly, and completely during multiple/emergency call situations.
- Perform dispatching duties effectively using codes and coded information.
- Read, interpret, and communicate map information accurately.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: eighteen (18) years of age; U.S. citizenship or permanent resident who has applied for citizenship; effective oral and written communication skills in English.

Note: All candidates must pass the Crite-Call performance test, which measures: decision-making, data entry, call summarization, cross-referencing, character comparison, memory recall, prioritization, and map reading.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds. Incumbents must be able to effectively hear telephone and radio messages despite considerable background noise, static, and interference. Must be able to input and read information from a computer screen.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely, reliable transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

Incumbents are required to complete the POST-certified Basic Complaint/Dispatcher course while serving in this class.

Working Conditions

Incumbents work rotating shifts, holidays, and weekends to staff the Communications Center on a 24 hours-a-day, seven days-a-week basis. Office environment; exposure to computer screens; high volume emergency and life-threatening calls for service..

Background Investigation

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation that may include a psychological, polygraph or other examination or test.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve (12) months (Civil Service Rule 4.2.5).

New: February 18, 1994
Revised: September 20, 2001
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